

Urram Board Meeting Notes 14th December 2021 10.30am via Zoom

		Action
1	<p>Welcome and apologies Present: James Hilder, Elizabeth Carmichael, Ali Upton, Jenni Hodgson, Sally Semple, Gill Calver, Louise White, Natalie Rodgers, Claire Cameron. Denise Anderson and John Jones. Apologies from Jane Gaze and Helen Maclean.</p>	
2	<p>Minutes of the last Meeting (October) Typo on Item 6 otherwise approved-proposed by James and seconded by Jenni.</p>	
3	<p>Matters arising not covered on the agenda</p> <p>a) Most of the skills audit and the most of the board biographies are complete.</p> <p>b) AGM/new directors. Article for Lochaber times to raise awareness and advertise AGM on 24th Jan (7.30 for quick chat, 8pm AGM). Also to be advertised on social media and through community councils/posters etc. Louise & Natalie will promote and draft a press release, to allow good notice of AGM All to continue to recruit/talk to possible board members. Local councillors and Andy Whiteman also possibilities.</p> <p>c) Accounts. Kirsty McIntyre would be £30/hour for book keeping. Jenni suggested investigating the use of quickbooks to manage our accounting needs. Alison Gainsford going to be independent examiner, annually. Gill raised capability questions with regards to VAT and quickbooks. James assured that quickbooks would be suitable for VAT if required, but most of what we are doing will not be vat-able services. It was agreed Jenni to investigate quickbooks. Jenni happy to continue in current capacity at the moment but as soon as she cant manage it all then she will say. Natalie has offered to do some basic book-keeping if required, she has some capacity whilst the befriending gets moving.</p>	<p>Louise/ Natalie.</p> <p>ALL James/ Louise</p> <p>Jenni</p>

4

Dail Mhor House - Current status of Service & Operational Update (Claire Cameron)

- a) Helen, manager is settling in fine and busy with NHS operations. Not much change in the update. 5 beds in use currently but will likely decrease just before Christmas. Had hoped to move forward but with new variant and change in guidance it is pretty much the same.
- b) Cautiously accepting some respite bookings for next year but very aware of possible changes ahead in terms of covid pressures.
- c) Lots of expectation on the staff with daily testing but moral seems to be good.
- d) Successfully recruited for 1 domestic post, with another interview happening today, and 2 bank health care support workers. Potentially another bank staff advert coming soon.

If Natalie needs any support with covid procedures for befriending to get in touch and Claire will put her in touch with Ian McConnell, NHS volunteering.

Strategic things to be aware of.

Not much movement- people moving around/secondment at this moment in time
Tara French- new strategic lead for adult and social care. Tasked to develop NHH strategic plan for integrated adult services. Claire supporting and just at beginning of what consultation will look like, who will be on the project team etc. Urram on Claire's mind in these conversations but more likely the 3rd sector interface would represent. Community planning partnership on the list. Urram/ Strontian/ Peninsulas- definitely want to visit and gather some views, perhaps share Urram's consultation. Ongoing consultations/engagements are challenging and public is a bit engaged out. 11th Jan next full meeting and will make sure Urram are on the agenda. Really important to link urrams consultants with strategic development team all of this is coming together at a good time.

5	<p>Policies, Procedures & PVG's</p> <p>PVG- Urram is now enrolled as an organisation to process pvgs for volunteers and staff. Natalie has been in touch with current volunteers to update pvg records and has started the process for Natalie and Jane. Board members are welcome to become PVG members if they would like to, it is not compulsory but is good practice. John, Ali, Sally indicated they would like to.</p> <p>Roughly a 4 week turn around but with the new restrictions this could be delayed. Any new volunteers require a pvg with Urram before they volunteer with us.</p> <p>Highland Senior citizens network- confirmed £30 donation.</p> <p>Befriending Network- investigate becoming members.</p> <p>Sharepoint- a cloud based system to share and store documents. Natalie using this to keep all the volunteer details in the same place. James to chase Jane to use the same system.</p> <p><u>Policies</u></p> <p>3 distributed and more coming. Discussion around who agrees policies and how to adopt them, legalities etc. Agreed a small working group of Sally, Jenni and John to read through, amend and propose to the board that they are adopted. Louise to add to sharepoint site.</p> <p><u>Staff Contracts.</u></p> <p>James is working on this along with a short staff handbook. Elizabeth raised sick pay/allowances etc. Further discussion on holiday/statutory sick pay. Most of which was agreed in the job description- it just needs formalising in the contracts and handbook. ACAS and the fair work convention/ fair work in social care are useful resources and it was suggested that guidance for covid related sickness/isolating would be included.</p>	<p>Natalie</p> <p>James</p> <p>John, Sally, Jenni Louise</p> <p>James</p>
6	<p>Urram Hospital transport</p> <p>a) PR Nic Goddard/ Jane written article for the Lochaber times today. Kate Forbes also issuing press release. Kate helped in lobbying the NHS to change their mileage policy. James altered press release to mention befriending as well.</p> <p>b) Donations for trips: How much should we charge? 100 journeys a year average. Looking at the numbers, journey to Raigmore is more cost effective than a trip to the Belford, but the service is currently operating at a loss and suggested donation should be increased. Used to be £7 to Belford and £12-£14 for trip to Raigmore. James suggested £15 round trip to the Belford and £20 round trip to Raigmore, for the next 6 months. The board agreed. It was noted that this was a suggested donation and not an absolute.</p> <p>Trying to get free ferry pass for the car.</p> <p>John raised core costs and are they being covered/planned for – but recognising the balancing act of it being too expensive and so getting a friend to drive instead. The service will still require subsidy.</p> <p>c) The service has been nominated for an award from Mowi's local fund which was gratefully received.</p>	

7	<p>Helping Hands / Befriending Update.</p> <p>Natalie has 7 volunteers come forward, 3 of which are progressing well through the paperwork. No one has come forward to use the service. There is a couple of people who have indicated they might like it. Natalie is going to visit them. Jo-Ann from Skye and Lochalsh befriending suggested building links with social services, church, community nurses etc and also said self referrals are very rare. Natalie feels she need to spend more time laying the ground work, more word of mouth and so will plan for a list of meetings in the new year. If we can get 1, then we might be able to do a case study and use them to help advertise. Flyer is coming along and posters to put up. Think about how they are targeting people- more likely to think about it for someone you know rather than for yourself. Ask Claire to share the information widely with social work, allied health professionals etc. Jo Cowan at age concern would also be a good contact. The board reassured Natalie not to worry about the slow start to acquiring service users. Natalie agreed to draft out the barriers to using the service. It would be helpful to have these listed, so we can go some way to address them. Encourage all board members to continue to share facebook posts.</p> <p>Possibilities of looming lock down- a good time to use the more formal befriending service and direct people to it if they need help with shopping etc. Christmas- good time to reach out to people. Geographic focus- initially Ardgour and Sunart, but looking for service users should go all over. Some of whom may need to then be on hold until more volunteers are recruited.</p> <p>Community health and wellbeing fund- would be to extend the service- to have more time/money to kick start the service. If successful it would be an extra 10 hours for Natalie per week. John raised the wider funding strategy, website updates to include donations etc.</p> <p>The board agreed to pay for canva pro to help with poster/flyer making and advertising.</p>	
8	<p>Dail Mhor / Wellbeing Hub/ Publicity</p> <p>H.I.E have granted the full funding for the consultation (£15K) only drawback- money to be spent by end of February so a pro forma invoice from the chosen consultants is required. Tenders are due back before Christmas. 3 very strong candidates bidding for work. 1 has run a care home and built a care village. Link this funding with the press release, good time to join as a director. (Louise)- aim for just after Christmas. Agreed Gill, James and Louise would review tender documents and distribute to board by the 10th Jan so that at the meeting on the 17th of Jan a decision as to which consultants to use can be made.</p>	<p>Louise</p> <p>Gill, James, Jenni</p>
9	AOB	
10	<p>Date of next meeting – 17th January at 9.30am</p> <p>24th Jan AGM. 7.30pm for board, 8pm for the AGM 7th March, 25th April, 6th June, 18th July, 5th September, 10th Oct, 21st Nov,</p>	